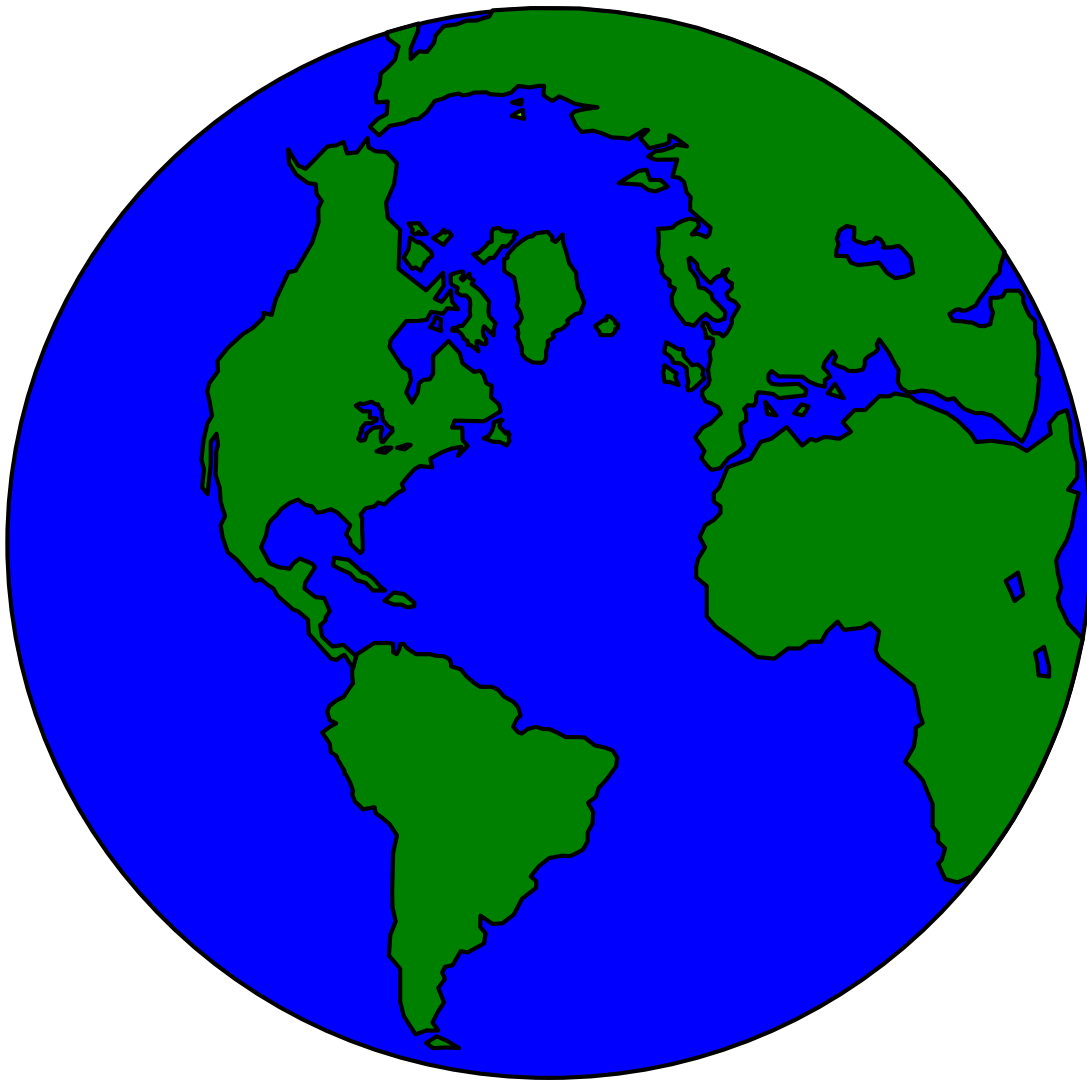# TRAVEL AGENCY MAINTENANCE

Travel Agency Maintenance

The Travel Agency Maintenance portion of the application is used to input and maintain travel agencies that book business with the hotel. Even though Travel Agency Record Maintenance is the first menu option, go through the Travel Agency Parameters first.

Travel Agency Parameters

This option is used to define the options available to the Travel Agencies within the hotel. The hotel has to define how often and under what conditions the system purges the records, how each Travel Agent accumulates points and defines the commission schedules and reporting purposes.

```
FO/AR Seminar Hotel          TRAVEL AGENCY PARAMETER      Date: 14-JUN-1999 MON
Geac Customer Support                                     Time: 01:36 PM


Travel Agency Parameters                   Purge Parameters


Res/Reg Additions Allowed (Y/N)  Y         Number of Months Agency Inactive   9
Travel Agent Active (Y/N)        Y         Purge Flag 0    immediately
                                           Purge Day  SUN  Sunday
          --- Revenue ---                  Pre-Purge Report Summary/Detail    S
   Room  * Food  * Bev    Misc  * Other    Purge Report Summary/Detail/None   N
                                           Last Purge Date
                                           Next Purge Date          02-20-2000
```

1. From the Main Menu, select Travel Agency Maintenance
2. Select Travel Agency Parameters
   - **Res/Reg Additions Allowed:** 'Y' allow anyone access to type new Travel Agents from the Reservation/Registration Entry Screen. 'N' allow only access to type new Travel Agents via the Travel Agency Maintenance Screen
      - **Travel Coordinator Active:** When wanting to track the travel agent within the travel agency. Type "Y" for yes or "N" for no.
   - **Number of Months Inactive:** How long must a Travel Agency remain inactive before it is considered for purging.
   - **Purge Flag:** Purging occurs during night audit. This flag is the code and description of how often purging should take place. [List Values] may be used to view the options.
   - **Purge Day:** [List Values] may be used to view the options. The day of the purge process should take place.
   - **Pre-Purge Report Summary/Detail:** This report lists all travel agencies and agents the system is about to purge. Remember there is a seven-day grace period before this process occurs. Type 'S' for Summary or 'D' for Detail.
   - **Purge Report Summary/Detail/None:** The type of report to be printed as the purge takes place:
      - 'S' - Summary
      - 'D' - Detail
      - 'N' - No Report
   - **Last Purge Date:** When was the last date information was purged. This field is automatically populated by the system after the purge process runs.
   - **Next Purge Date:** When the next purge date is due

3. Press [Quick] and type TA to go to Travel Agent. TA Coordinator MUST be set to 'Y' in the Hotel Options screen in Database Maintenance before access is allowed.
   - **User Assigned TA ID Allowed:** If the hotel manually enters the Travel Agency numbers
     – 'Y' - Type Travel Agency numbers manually
     – 'N' - System generates number automatically
   - **Res/Reg Additions Allowed:** Enables Front Office staff to add travel coordinators to the system from the Reservation/Registration screen. Type 'Y' for Yes or 'N" for No
   - **Number of Years History to Save:** Number of years historical information is to be held.
   - **Carry Points Forward at Year End:**
     – 'Y' - coordinator is allowed to carry over points earned
     – 'N' - coordinator starts with a balance of Zero points
4. Press [Exit]
5. Press [Quick] and type PA to go to Point Assignment:
   - **Reservation Room Nights:** Number of points or room nights earned by the travel agent for each reservation or room booked.
   - **Cancellation Room Nights:** Number of points deducted from a travel agent for each reservation or room cancelled. Typically, this is the same number as for Reservation Room Nights.
   - **Did Not Arrive Room Nights:** Number of points deducted from a travel agent for each reservation or room that does not arrive. This is also usually the same number as for Reservation Room Nights.
   - **Actual Room Nights:** Number of points awarded to a travel agent for each room night of a guest's stay. These points are accumulated nightly. For example, if this is set to "1" and a guest stays three nights, the travel agent earns three points.
   - **Check-In Rooms:** Number of points awarded to a travel agent for each room that is checked in with a reservation. For example, if this is set to "1" and a guest checks into three rooms with reservations, the travel agent is awarded three points.
   - **Walk-In Rooms:** Number of points awarded to a travel agent for each room that is checked into without a reservation. For example, if this is set to "1" and a guest checks into three rooms without a reservation, the travel agent is awarded three points.
6. Press [Exit]
7. Press [Quick] and type CA to go to Commission Accounts
   - **Commission Schedule Code.** The code and description of the commission schedule.
   - **Revenue Class Code:** [List Values] may be used to view the options. Code (property and system-defined) identifying the revenue class to be included on this commission schedule followed by a description. I.e.: If commission is given on food, add the transaction codes to the commission schedule.
   - **Comm Rt Sole:** Sole commission rate. This is the percentage paid to travel agencies when the agency is the sole travel agent.
   - **Comm Rt Primary:** Primary commission rate. This is the percentage paid to travel agencies when the travel agency is the first of two agencies associated with a guest's stay.
   - **Comm Rt Secondary:** Secondary commission rate. This is the percentage that should be paid to travel agencies when the agency is the second of two agencies associated with a guest's stay.
   - **Add/Delete:** Whether to add or delete this revenue class to this commission schedule. Type 'A' to Add the revenue class or 'D' to Delete the revenue class
   - **Dep Nbr:** [List Values] may be used to view the options. The transaction code department number associated with this commission schedule.
   - **Sub Dept:** [List Values] may be used to view the options. The transaction code sub-department number associated with this department for this commission schedule.

- **Description:** Description of the department and subdepartment selected. The system displays the description for the department after an entry is made in this field and it is replaced with the description for the subdepartment after making that selection.
- **Revenue Class:** Code identifying the revenue class associated with this department/ subdepartment combination.
- **Comm Rt Sole:** Sole commission rate
- **Comm Rt Primary:** Primary commission rate when there are two travel agencies associated with a guest's stay.
- **Comm Rt Secondary:** Secondary commission rate when there are two travel agencies associated with a guest's stay.

8. Press [Exit]
9. Press [Quick] and type CK to go to Check Information
    - **Guest Data:** whether the system should gather all appropriate information necessary to print travel agency checks. Type 'Y' for yes or 'N' for no.
    - **Guest Data Purge:** whether to purge detailed information after checks have been printed and the number of days in Guest Data Days has passed. Type 'Y' for yes or 'N' for no.
    - **Payable Checks:** whether to export data for use by a third party payables system
        - 'Y' – if the Geac system does **not** print travel agency checks.
        - 'N' – if the Geac system does print travel agency checks.
    - **Guest Data Days:** Number of days in which supporting information for a guest is kept on the system. The higher this number is, the more disk space required.
    - **Commission Schedule:** [List Values] may be used to view the options. Code identifying the default commission schedule followed by the schedule name. This is the schedule assigned to travel agencies if no other schedule is entered in Travel Agency Maintenance.
    - **GST Percent:** Percentage of the amount due to travel agents that are to be added to the check to account for the Canadian Government Service Tax. This applies only to Canadian travel agencies.
10. Press [Exit]
11. Press [Quick] and type HI to go to Historical
    - **Statistics:** To collect travel agency statistics. Type 'Y' for yes or 'N' for no.
    - **Statistics by Group:** To collect statistics on groups booked by travel agents. Type 'Y' for yes or 'N' for no.
    - **Statistics by Market:** To collect travel agency statistics based on market segment. Type 'Y' for yes or 'N' for no.
    - **Agent Tracking:** To track travel agency information by travel agent. Type 'Y' for yes or 'N' for no.
    - **Number of Years History to Save:** Number of years to maintain the associated historical information on the system. The higher this number, the more disk space required.
12. Press [Exit]
13. Press [Quick] and type RR to go to Room Revenue.
    - **Revenue Class Code:** [List Values] may be used to view the options. Code identifying the revenue class associated with room revenue followed by a description. All revenue class codes included in this section are included in the travel agency reports.
    - **Add/Delete:** Should transaction codes which have the same revenue class code as that which is displayed be added or deleted from room revenue tracking.
        - 'A' – Add all transaction codes associated with this revenue class code.
        - 'D' – Delete all transaction codes associated with this revenue class code
        (No revenue is accumulated for this revenue class code).
    - **Department/Sub Department:** [List Values] may be used to view the options. The transaction codes department and sub-department numbers and names associated with this revenue.
    - **RCC:** Code identifying the revenue class associated with this transaction.
14. Press [Exit]

15. Press [Quick] and type FR to go to Food Revenue
  - **Revenue Class Code:** [List Values] may be used to view the options. Code identifying the revenue class associated with food revenue followed by a description. All revenue class codes included in this section is included on travel agency reports.
  - **Add/Delete:** Should transaction codes which have the same revenue class code as that which is displayed be added or deleted from room revenue tracking.
    – 'A' – Add all transaction codes associated with this revenue class code.
    – 'D' – Delete all transaction codes associated with this revenue class code. No revenue is accumulated for this revenue class code.
  - **Department/Sub Department:** [List Values] may be used to view the options. The transaction codes department and sub-department numbers and names associated with this revenue.
  - **RCC:** Code identifying the revenue class associated with this transaction.

16. Press [Exit]
17. Press [Quick] and type BR to go to Beverage Revenue
  - **Revenue Class Code:** [List Values] may be used to view the options. Code identifying the revenue class associated with beverage revenue followed by a description. All revenue class codes included in this section is included on travel agency reports.
  - **Add/Delete:** Should transaction codes which have the same revenue class code as that which is displayed be added or deleted from room revenue tracking.
    – 'A' – Add all transaction codes associated with this revenue class code.
    – 'D' – Delete all transaction codes associated with this revenue class code. No revenue is accumulated for this revenue class code).
  - **Department/Sub Department:** [List Values] may be used to view the options. The transaction codes department and sub-department numbers and names associated with this revenue.
  - **RCC:** Code identifying the revenue class associated with this transaction.

18. Press [Exit]
19. Press [Quick] and type MR to go to Miscellaneous Revenue.
  Note: This section is not currently being used for the Sheraton Hotels.
  - **Revenue Class Code:** [List Values] may be used to view the options. Code identifying the revenue class associated with beverage revenue followed by a description. All revenue class codes included in this section is included on travel agency reports.
  - **Add/Delete:** Should transaction codes which have the same revenue class code as that which is displayed be added or deleted from room revenue tracking.
    – 'A' – Add all transaction codes associated with this revenue class code.
    – 'D' – Delete all transaction codes associated with this revenue class code. No revenue is accumulated for this revenue class code).
  - **Department/Sub Department:** [List Values] may be used to view the options. The transaction codes department and sub-department numbers and names associated with this revenue.
  - **RCC:** Code identifying the revenue class associated with this transaction.

20. Press [Exit]
21. Press [Quick] and type OR to go to Other Revenue
  - **Revenue Class Code:** [List Values] may be used to view the options. Code identifying the revenue class associated with miscellaneous and other revenues followed by a description. All revenue class codes included in this section is included on travel agency reports.
  - **Add/Delete:** Should transaction codes which have the same revenue class code as that which is displayed be added or deleted from room revenue tracking.
    – 'A' – Add all transaction codes associated with this revenue class code.
    – 'D' – Delete all transaction codes associated with this revenue class code
  - (No revenue is accumulated for this revenue class code).

- **Department/Sub Department:** [List Values] may be used to view the options. The transaction codes department and sub-department numbers and names associated with this revenue.
- **RCC:** Code identifying the revenue class associated with this transaction.
22. Press [Exit]
23. Press [Save]

Travel Agency Record Maintenance

Agents use this program to enter a new travel agency, display existing travel agency information, and modify existing travel agency information.

Besides being able to enter/modify general information, such as travel agency number and name, agents may also display/modify information such as individual travel agents, contacts and accounting information associated with this agency.

1. From the Main Menu, select Travel Agency Maintenance
2. Select Travel Agency Record Maintenance
    - **TA Number:** Number of the specific travel agency, commonly known as the Iata number.
    - **Status:** [List Values] may be used to view the options. Code identifying the current status of this travel agency. Should be set to active (ACTV), cannot be modified.
    - **Agency Name:** Name of this travel agency.
    - **Travel Agents:** Are there individual travel agents associated with this travel agency?
        - 'Y' – Yes
        - 'N' – No, is not allowed to access the Travel Agents window.
        To change this field from 'Y' to 'N', the current statuses for all travel agents must be set to 'INAC' in the Travel Agents window.
    - **Parent Number:** Number of the parent agency (if any) associated with this travel agency followed by the parent agency's name. For lookup purposes only.
    - **Date Created:** Date the travel agency was originally entered into the system.
    - **Last Activity:** Most recent date that this travel agency had any activity.
    - **Address 1:** First address line for where this travel agency is located.
    - **Address 2:** Second address line for where this travel agency is located.
    - **Country:** [List Values] may be used to view the options. What country is this travel agency from?

- **Postal Code:** Postal code of the travel agency's address, this field automatically generates field values for City and State.
- **City:** Name of the city where this travel agency is located.
- **State:** [List Values] may be used to view the options. Code identifying the state where the travel agency is located.
- **Phone/Ext:** Telephone number and extension for this travel agency with the area code first. (Hyphens and spaces are optional).
- **Phone/Ext:** Secondary telephone number and extension for this travel agency with the area code first. (Hyphens and spaces are optional).
- **Fax:** Telephone number of the travel agency's Fax machine with the area code first. (Hyphens and spaces are optional).
- **Telex:** Telephone number associated with the travel agency's Telex system with the area code first. (Hyphens and spaces are optional).
- **TWX:** Telephone number of the travel agency's TWX machine with the area code first. (Hyphens and spaces are optional).

3. Press [Quick] and type MI to go to Marketing Information.
   Note: Any information entered through the Quick Window copies to all guest reservations made with the Travel Agency attached. These fields may be optional or required depending on the flags set up by the System Administrator in the Statistics window of the Hotel Options program in the Database Maintenance menu.
   - **Source:** Code identifying the business source followed by a description.
   - **Market:** Code identifying the market segment followed by a description.
   - **Region:** Code identifying the region followed by a description.
   - **Stat 1:** Code identifying the first miscellaneous statistic followed by a description.
   - **Stat 2:** Code identifying a second miscellaneous statistic followed by a description. Usually used for central reservation office purposes.
     Note: [List Values] may be used to view the options in all areas.

4. Press [Exit]

5. Press [Quick] and type AI to go to Account Information
   - **AR Account:** Number identifying the associated A/R followed by the account name. [Enter Query] may be used to perform a search.
   - **Credit Status:** Code identifying the credit status of the account followed by a description.
     - 'HOLD' – on hold
     - 'MGR' – manager approval is required
     - 'OK' – billing is allowed
   - **Commission Sch**: Code identifying the commission schedule associated with this travel agency followed by a description.
   - **Pay Status:** Code identifying the current status of the travel agency commissions followed by a description.
     Note: [List Values] may be used to view the options in all areas.

6. Press [Exit]

7. Press [Quick] and type SS to go to Special Services
   - **Code:** [List Values] may be used to view the options. Code identifying a special request or service.
   - **Chrg:** Should the guest be charged for this special service? Type 'Y' for yes or 'N' for no. If a charge exists, this field is optional. The displayed value can be changed with a manager identification and password, or press [Enter] to keep it.
   - **Description:** Description of this requested service.

8. Press [Exit]

9. Press [Quick] and type CS to go to Comment Section
   - **Code:** [List Values] may be used to view the options. Code identifying the area where the internal comments are sent followed by a description.

- **Comment:** Comments associated with the travel agency for internal use that does not copy to the individual reservation.
10. Press [Exit]
11. Press [Quick] and type TD to go to Trace Date:
    - **Trace Date:** Date that a specific activity related to this travel agency shall be performed.
    - **Trace Titles:** Brief description of the activity or person to contact.
    - **Accomplished:** Date that the activity was performed. (This may be filled in later).
    - **Description:** Detailed description of this activity.
12. Press [Exit]
13. Press [Quick] and type CI to go to Contact Information. Type what information on the contacts at this agency:
    - **Contact Type:** [List Values] may be used to view the options. Code identifying this contact type followed by a description.
    - **Contact Name:** Title and last name of the contact at this travel agency.
    - **First Name:** Contact's first name.
    - **Address 1:** First address line for this contact.
    - **Address 2:** Second address line, if needed, for this contact.
    - **Country:** [List Values] may be used to view the options. Code identifying the country where the contact's address is located followed by the full country name.
    - **Postal Code:** Postal code where this contact is located. (This field automatically generates field values for City and State).
    - **City:** City where this contact is located.
    - **State:** [List Values] may be used to view the options. Code identifying the state where this contact is located.
    - **Phone/Ext:** Contact's phone number with area code first. (Hyphens and spaces are optional).
14. Press [Exit]
15. Press [Quick] and type TA to go to Travel Agents. The Travel Agents flag MUST be set to **'Y'** before anything can be typed in this area.
    - **Agent Number:** The number assigned to the Travel Agent. Press [Enter] to get system generated number.
    - **Agent Name:** Title and last name of this travel agent.
    - **First Name:** Travel agent's first name.
    - **Department:** Department in which the travel agent works. This is a free form field.
    - **Status:** [List Values] may be used to view the options. Code identifying the current status of this travel agent followed by a description.
    - **Phone/Ext:** Travel Agents telephone number with the area code first. (Hyphens and spaces are optional).
    - **Date Created:** Date that this travel agent was first entered into the system.
    - **Incentives Flag:** Is this travel agent a participant in the incentives program? Type 'Y' for yes or 'N' for no.
    - **Last Activity:** Most recent date that this agent generated any activity.
16. Press [Exit]
17. Press [Quick] and type IH to go to Incentive History. The Travel Agents flag MUST be set to **'Y'** before anything can be typed in this area.
    - **TA Number:** Member number assigned to this travel agent. Use the down arrow key to display additional travel agents.
    - **Name:** Name of this travel agent.
    - **TA Flag:** Does this travel agent participate in the incentives program? This field must be 'Y' for new awards to be redeemed. Type 'Y' for yes or 'N' for no.
    - **Date:** Date of this activity.
    - **Points Used:** Number of points used by this travel agent for this activity.

- ▪ **Award Code:** [List Values] may be used to view the options. Code identifying the award level associated with this travel agent.
- ▪ **Description:** Description of the award listed in Award Code.
18. Press [Exit]
19. Press [Save]
    Note: If any changes are made to this record, use the change log screen to them up.

Change Log
To look up the change log. From the Travel Agency Record screen, press [Quick] and type CL
- ▪ **Date:** Date the change was made.
- ▪ **Time:** Time the change was made.
- ▪ **Agent Id:** Identification number of the agent who entered the change followed by the agent's name.
- ▪ **Src:** Code identifying the source or where the change was made.
- ▪ **Type:** Code identifying the type of log change.
- ▪ **Description:** Description of this log change.
- ▪ **From:** Previous entry.
- ▪ **To:** New entry.

Travel Agency Commission Check Edit
This program is used by agents to ensure accuracy when processing travel agency checks. Information may be looked up by guest name, which is linked to a specific agency. Commission information is displayed automatically based on the agency's activity and the parameters set up in Travel Agency Record Maintenance and Travel Agency Parameter (both located on the Travel Agency menu). Commissionable items may also be added through this process.

1. From the Main Menu, select Travel Agency Maintenance
2. Select Travel Agency Commission Check Edit
   - ▪ **TA Number:** Number assigned to this travel agency. [Enter Query] may be used to perform a search.
   - ▪ **Status:** Code identifying the current status of the travel agency

- **Pay Status:** Code identifying the current status of the travel agency's commissions followed by a description.
- **Agency Name:** Name of this travel agency
- **Last Activity:** Most recent date this travel agency had any activity
- **Address:** Address where the travel agency is located. This is the address to which the commission check is sent.
- **Guest Number:** Reservation or confirmation number associated with the guest whose information is to be displayed. [Enter Query] may be used to perform a search.
- **Guest Name:** Name of guest whose information is to be displayed.
- **Comm Type:** What type of commission is due to the travel agency for transactions associated with this guest?
  - 'O' – Sole Commission
  - 'P' – Primary Commission
  - 'S' – Secondary Commission
- **Arrive Date:** Date that the guest checked in for this stay
- **Depart Date:** Date that the guest checked out (ending this stay)
- **Guest Hist #:** Guest history record number associated with this guest
- **Room Nbr:** Room number associated with the transactions displayed in the Transaction block. A guest may be associated with several rooms during a single stay so verify that the displayed room number is the correct one.
  Note: A room number can be specified during the [Enter Query] process.
- **Comm. Withheld:** Amount deducted by the travel agency from the advance deposit before it was sent to the hotel. This amount is subtracted from the Comm. Amount total to arrive at the Comm. Owed amount in the totals block.
- **Purge Status:** Code identifying the status of this guest record and all commission information associated with the guest record.
- **Dep:** Department number associated with this transaction
- **Sub:** Sub-department number associated with this transaction
- **Description:** Description of this department or sub-department
- **IATA Nights:** Number of room nights credited to the travel agency for this stay
- **Comm. Amount:** Commissionable amount associated with this transaction
- **Comm. %:** Commission percentage assigned to this transaction (from the commission schedule assigned to this agency in Travel Agency Record Maintenance).
- **Pay Stat:** Code identifying the status of the commission.
- **Totals Block:**
  - **Comm. Amount:** The total of the Comm. Amounts displayed above. This is the total commissionable amount associated with all the transactions for this guest.
  - **Comm. Owed:** The total commission due to this travel agency for this guest. This figure is based on the commission schedule assigned in Travel Agency Record Maintenance, and any paid items or amounts in Comm. Withheld are deducted to yield the amount currently due.

3. Press [Exit]
4. Press [Save]

Change Log:

To display changes to all guests associated with a travel agency, display this window before typing data in the Guest Number field. To display only changes associated with a specific guest, display this window after typing data in the Guest Number field.

- **Date:** Date the change was made.
- **Time:** Time the change was made.
- **Agent Id:** Identification number of the agent who entered the change followed by the agent's name.
- **Src:** Code identifying the source or where the change was made.

- **Type:** Code identifying the type of log change.
- **Description:** Description of this log change.
- **From:** Previous entry.
- **To:** New entry.

Travel Agency Check Reconciliation
This program is used to determine which travel agent checks have or have not been cashed.

```
FO/AR Seminar Hotel              TRAVEL AGENCY          Date: 14-JUN-1999 MON
Geac Customer Support         CHECK RECONCILIATION      Time: 01:41 PM

  Begin Check Date _____      Begin Check # _____    Checks Marked _____
  End Check Date _____        End Check # _____
  Travel Agency _____        _____           Mark All (Y/N) _

M Stat    Check #  TA Number    TA Name                      Amount      Date
```

1. From the Main Menu, select Travel Agency Maintenance.
2. Select Travel Agency Check Reconciliation
   - **Begin Check Date:** Beginning check date for the travel agent checks to be reconciled.
   - **End Check Date:** Ending check date for the travel agent checks to be reconciled.
   - **Begin Check #:** Beginning check number for the travel agent checks to be reconciled.
   - **End Check #:** Ending check number for the travel agent checks to be reconciled.
   - **Travel Agency:** Number identifying the specific travel agency followed by the travel agency's name. [Enter Query] may be used to perform a search.
   - **Checks Marked:** Number of checks marked off. This field automatically updated based on the **Mark All (Y/N)** and **Mark** fields.
   - **Mark All (Y/N):** To mark off all travel agent checks meeting the specified criteria.
     - 'Y' – Yes, mark off all travel agent checks (the remaining fields are system-generated).
     - 'N' – No, do not mark off all checks (must manually mark off specific checks as needed).
   - **Mark:** To mark off this travel agent check.
   - 'Y' – Yes, mark off this travel agent check only.
   - 'N' – No, do not mark off this travel agent check.
   - **Check#:** Number of this travel agent check.
   - **TA Number:** Number identifying the travel agency associated with this check.
   - **TA Name:** Name of this travel agency.
   - **Amount:** Amount of this travel agent check.

- ▪ **Date:** Date of this travel agent check.
3. Press [Save]

Void Travel Agency Check

```
FO/AR Seminar Hotel        VOID TRAVEL AGENCY CHECK        Date: 14-JUN-1999 MON
Geac Customer Support                                      Time: 01:43 PM



        Beginning TA Check Number to Void        _____


        Ending TA Check Number to Void           _____
```

1. From the Main Menu, select Travel Agency Maintenance.
2. Select Void Travel Agency Check
   - ▪ **Beginning TA Check Number to Void:** Check numbers beginning with this number and ending with the number specified in the next field is voided.
   - ▪ **Ending TA Check Number to Void:** Check numbers beginning with the number in the previous field and ending with this number is voided.
3. Press [Save]

Recommended Travel Agency Commission Procedures
Below are suggested procedures for handling Travel Agency Commissions and check printing.
1. The 'Commissions' report should be in the night audit process. This report should be verified on a daily basis, probably by someone in the Reservations Department to make sure each reservation listed was eligible for commission.
2. Print the 'Travel Agent Check Forecast' (Travel Agent Reports Menu). Verify which commissions to pay, and the amounts to be paid.
3. For those commissions, which need to be adjusted, go to TA Commission Check Edit in the Travel Agency Menu. Type the IATA Number of the Travel Agency, or search for the Travel Agency using [Enter Query].
4. At the Guest Number field, search for the guest to modify the commission, or type the guest number.
5. Press [Next Block].
6. Modify the amount, or change the status to hold if the commission is not to be paid at this time.
7. Once all the adjustments have been made, the commission checks are ready to be printed.
8. From the Travel Agent Report Menu, select Travel Agent Check Printer.
9. Type the dates for which commissions were earned to be included in this check printing.
10. Type the number of the first check loaded in the printer. Lost Check Number 1 thru 3 refers to those checks, which are not used due to alignment.
11. To make sure the alignment is correct, type 'Y' in the alignment field. Once the checks are aligned, say 'N' to alignment, and the actual checks print. Once a check has been printed for a particular commission, the pay status changes to PAID.

12. Review the checks for errors.
13. To void any checks due to printer jams or errors, From the Travel Agency Menu, go to Void Travel Agency Check. By voiding a check number, the status of that particular commission changes back to OPEN.
14. When the bank statement is received, which shows the checks that have been processed, record it in the Travel Agent Check Reconciliation (Travel Agency Menu).

Travel Agency Reports

Travel Agent Reports are designed to track production of Travel Agencies and their commissions.

- Agency Review
- Commissions
- Daily Activity
- Master List
- Trace Dates Report
- Travel Agent Check Forecast
- Travel Agent Check Printer
- Travel Agent Check Register
- Travel Agent Production
- Travel Agent Pre-Purge

Agency Review

This report lists travel agency information including IATA numbers, travel agency names and address. Agents use this report to verify that account and mailing information is correct (the address listed on the report is the address to which checks are sent). In addition, information regarding individual travel agents associated with each agency may also be included on the report.
- **Include Agents?**
  - 'Y' – Yes, include travel agent information.
  - 'N' – No, include only information about the travel agencies.
- **Sort Order:**
  - 'N' – by IATA Number
  - 'I' – by Travel Agency Name

Commissions

This report lists commission information by travel agency. The report includes guest names and addresses associated with the commissions as well as travel agency addresses and commission amounts. Other information includes associated company names, room numbers and registered room nights. The Commission Report may be used to provide an audit trail and should be examined for accuracy prior to printing travel agency checks via the Travel Agent Check Printer (Travel Agency Reports menu).

To run this report, type data and press [Save], or to cancel press [Clear]. There are no additional options associated with this report.

Daily Activity

This report provides revenue and rooms information on a daily basis for each travel agency and can be used to verify commission accuracy. Information includes IATA numbers, travel agency names, associated revenues and other valid data.

To run this report, type data and press [Save] or to cancel, press [Clear]. There are no additional options associated with this report.

Master List
This report is used by Reservations and Accounts Payable to ensure that only active travel agencies are kept on the system. The report may be run for a single travel agency or all agencies, and may include selected regions and market segments.
- **Travel Agent #:** Type specific IATA number or leave blank.
- **Market Segment:** Type specific Market Segment code or leave blank.
- **Region Code:** Type specific Region Code or leave blank.
- **Comm Schedule:** Type specific Commission Schedule or leave blank.
- **Activity Date:** Type the specific date or leave blank.
- **Exclude Comments:** Type 'Y' for yes or 'N' for no.
- **Sort Order:**
  - 'I' – Sort by Travel Agent Number
  - 'S' – Sort by Schedule Name
  - 'L' – Sort by Last Activity by Name
  - 'N' – Sort by Name

Trace Dates Report
This report lists all trace dates entered for a specific time period. It is used as a reminder to follow-up with specific travel agencies, as needed.
- **Start Date:** Type date to start with.
- **End Date:** Type ending date.
- **Status:** [List Values] may be used to view the options or leave blank.
  - **'ACTV'** – Active Record
  - **'INAC'** – Inactive Record
  - 'NPRG' – Never Purge
  - 'PURG' – Set for Purge
- **All Trace Dates:**
  - 'Y' – For all trace dates
  - 'N' – Not accomplished
- **Include Comments:**
  - 'Y' – Comments Included
  - 'N' – Comments Not Included
- **Comment Type:** [List Values] may be used to view the options.
- **Sort Order:**
  - 'I'- TA IATA Number
  - 'N' – Travel Agency Name
- **Page Break?**
  - 'Y' – Include Page Break
  - 'N' – No Page Break

Travel Agent Check Forecast
This report shows all travel agencies with commissions due as well as the commission amounts. It may be used to project the commission amounts that have yet to be paid.
- **Pay Through Date:** Last date to pay.
- **Include Hold Items:** Type 'Y' for yes or 'N' for no.
- **Include Open Items:** Type 'Y' for yes or 'N' for no.
- **Include Travel Agents on Hold?** Type 'Y' for yes or 'N' for no.
- **Sort Order:**
  - 'D' – By Date, by TA
  - 'T' – By TA, by Date
  - 'G' – By TA, by Guestname

Travel Agent Check Printer

This process prints checks for travel agents. Agents may indicate to which printer the checks print as well as the beginning check number. In addition, the system allows for up to three "lost checks" to be designated (to facilitate loading tractor-feed checks into the printer). This requires the use of preprinted forms.

- **Pay From Date:** Beginning date
- **Pay Through Date:** Ending date
- **First Check Number:** Check number to start with
- **Lost Check Number (1, 2, 3):** Checks number to lose to alignment (if using a dot matrix printer).
- **Alignment?** To allow the system to print two sample forms to verify that the paper is aligned? Type 'Y' for yes or 'N' for no.

Travel Agent Check Register

This report lists all commission checks that were printed. It is used to compare this information with the bank statement to identify which checks have cleared.

- **From Date:** Beginning date
- **To Date:** Ending date
- **Check Status:**
  - 'PRTD' - Printed
  - 'RECN' – Reconciled
  - 'VOID' – Voided (void, alignment)

Travel Agent Production

This report may be sorted by monthly revenue, yearly revenue, or travel agency name. It lists each travel agent as well as the room revenue and the room nights produced.

- **Sort Order:**
  - 'M' – Monthly Revenue
  - 'Y' – Yearly Revenue
  - 'T' – Travel Agency Name
- **Date:** Type production date requested.

Travel Agent Pre-Purge

Not available as of October, 1999